



Outstanding Commission Collection

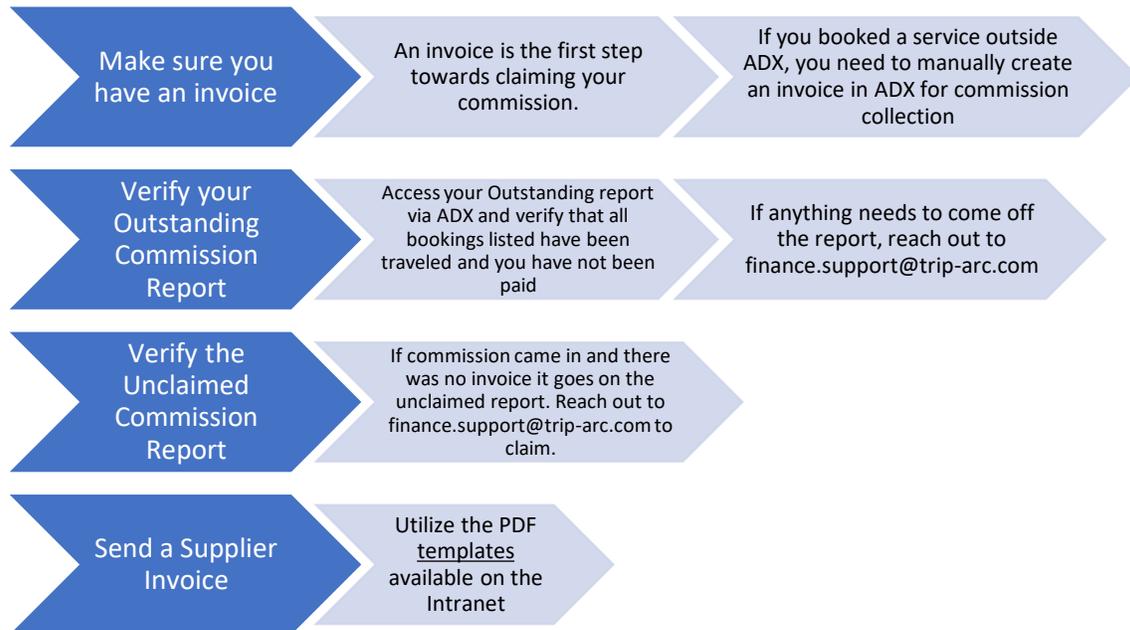
In the event you have a commission on your outstanding commission report for more than 60 days, there are steps you can take to track that commission down with the vendor.

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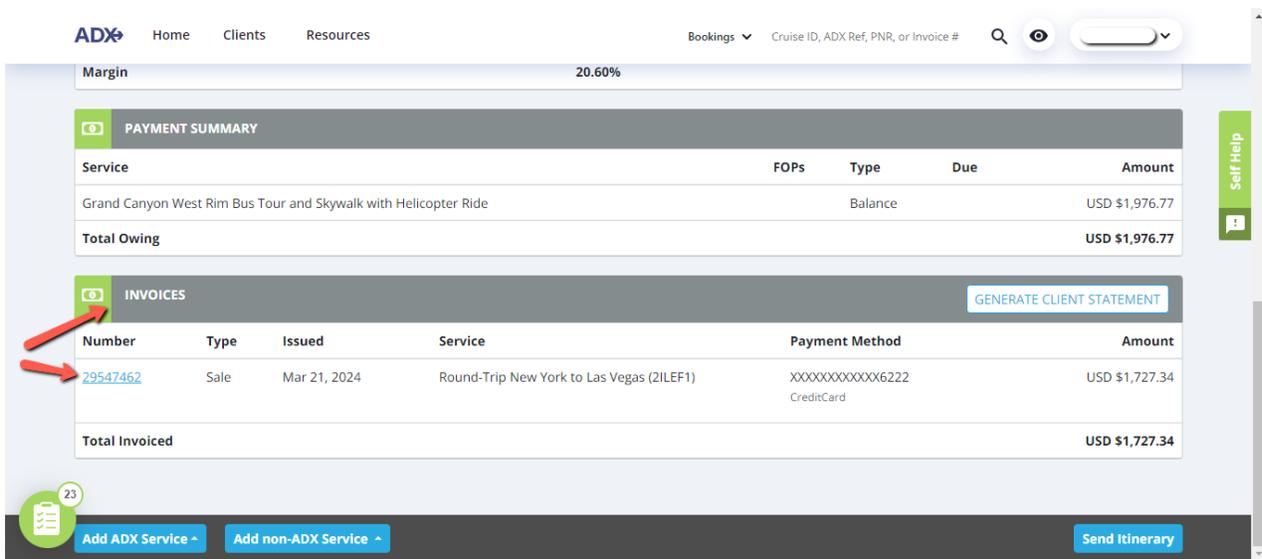


Steps for Outstanding Commission Collection



Make Sure You Have an Invoice

If you booked your service in ADX, an invoice is automatically generated for your commission and sales tracking. These invoice numbers can be found on the Payments tab of your ADX reference all the way at the bottom.



Margin 20.60%

PAYMENT SUMMARY

Service	FOPs	Type	Due	Amount
Grand Canyon West Rim Bus Tour and Skywalk with Helicopter Ride		Balance		USD \$1,976.77
Total Owning				USD \$1,976.77

INVOICES GENERATE CLIENT STATEMENT

Number	Type	Issued	Service	Payment Method	Amount
29547462	Sale	Mar 21, 2024	Round-Trip New York to Las Vegas (ZILEF1)	XXXXXXXXXX6222 CreditCard	USD \$1,727.34
Total Invoiced					USD \$1,727.34

23 Add ADX Service Add non-ADX Service Send Itinerary

If you booked the service externally, make sure you have created an invoice to track the sales and commission. Invoices should be created at the time of booking and no later than the final payment to avoid commission payments ending up on the Unclaimed Report. If a payment comes into Travel Edge and there is no invoice, Finance will attribute the payment to unclaimed.

For support with creating an invoice, you can follow the [training](#) available. If you go to create your invoice and find the vendor is not in ADX, you can follow the steps outlined in this [document](#).



Verify your Outstanding Commission Report

It is important to verify your Outstanding Commission report, to remove any bookings that were cancelled or not traveled, and you are not anticipating receiving commission.

Access your Outstanding Commission Report

Log into ADX and in the header at the top, right-hand corner you'll see your name. Click on your name and click **Reports**.

The screenshot shows the ADX user interface. At the top, there is a navigation bar with 'Home', 'Partners', 'Clients', and 'Resources'. On the right, there is a search bar and a user profile dropdown menu for 'Beth Curran'. The dropdown menu includes options: 'My Account', 'Reports', 'ADX Support', 'Help', and 'Log out'. Below the navigation bar, there are six main service tiles: 'Itinerary Builder', 'Air', 'Hotel', 'Activity', 'Insurance', and 'Cruise'. To the right of these tiles is an 'Invoice Tool' button. Below the tiles, there is a 'USING ADX AS:' dropdown menu set to 'Me'. The main content area is titled 'MY QUOTES & BOOKINGS' and includes a 'VIEW ALL' link. Below this, there is a 'Filters:' section with 'Using ADX As: Me' and a 'Clear Filters' button. A table of quotes is displayed with columns: 'ADVISOR', 'CLIENT', 'QUOTE NAME', 'DEPART', 'SERVICES', and 'UPDATE'. The first row shows a quote for 'BC' with the name 'Grand Canyon West Rim Bus and Helicopter Tour', departing on '5/2/24', and updating on '3/20/24'. A 'View' button is next to the quote.

You will be automatically logged into the reporting tool. Once you're logged in, you're going to select your Outstanding Commission Report.

- ADVISOR STATEMENT
- INVOICED SALES
- OUTSTANDING COMMISSION
- UNCLAIMED COMMISSION
- CLIENT FOCUSED REPORT

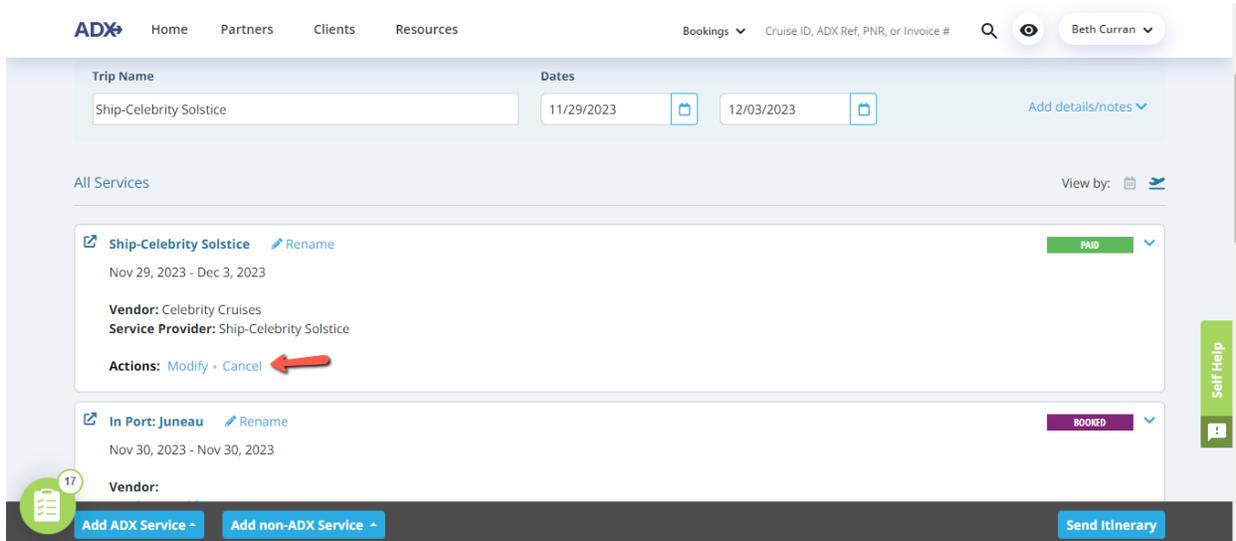
Important: In order to facilitate the timely processing of commission payments please ensure invoices are rendered/issued at the time of booking. Commissions statement balances are subject to change as commission payments received are not finalized until the month-end date plus 6 business days ("M+6")

[Filters](#) [Refresh](#) [Download Excel](#)

OUTSTANDING COMMISSION

Agent Name	Vendor	Invoice No	Issue Date	Travel Type	Client	Passenger	Itinerary	Confirmation	Depart Date	Return Date	TotalFare	Comm
Grand Total											16,280.00	2,067.00
Beth Curran	Total										16,280.00	2,067.00
Beth Curran	Celebrity Cruises	29164441	2023-11-07	Cruise	Smith/Jonah	Smith/Jonah	-	CELEBTST	2023/11/29	2023/12/03	4,000.00	400.00
Beth Curran	Tauk Tours	29132716	2023-08-06	Tour	Smith/Jonah	Smith/Jonah; Smith/Elaine	-	TAUCK45	2023/09/21	2023/09/28	1,850.00	600.00
Beth Curran	Tauk Tours	29157093	2023-10-02	Tour	Smith/Jonah	Smith/Jonah; Smith/Elaine	-	GOODJOB2	2023/05/26	2023/05/31	4,230.00	675.00
Beth Curran	Westjet Airlines	29162988	2023-11-03	Air	Smith/Jonah	Smith/Jonah; Smith/Elaine	-	2345678	2023/12/14	2023/12/21	6,200.00	392.00

Your Outstanding Commission Report displays all *invoiced* sales that Travel Edge has not received a commission payment for yet. If you review this report and find any bookings that were not traveled and are not owed commission on, you can cancel the invoice. If you created the invoice in ADX, you can cancel the invoice yourself. Locate the trip in ADX and in the actions list on the service select cancel:



The screenshot shows the ADX system interface. At the top, there are navigation tabs: Home, Partners, Clients, Resources. A search bar contains 'Beth Curran'. Below this, the 'Trip Name' is 'Ship-Celebrity Solstice' and the 'Dates' are '11/29/2023' to '12/03/2023'. Under 'All Services', there are two service entries. The first entry is 'Ship-Celebrity Solstice' with a 'PAID' status and a 'Cancel' button highlighted with a red arrow. The second entry is 'In Port: Juneau' with a 'BOOKED' status. At the bottom, there are buttons for 'Add ADX Service', 'Add non-ADX Service', and 'Send Itinerary'.



If you created the invoice anywhere else, please reach out to finance.support@trip-arc.com with the invoice number to cancel the invoice. If you don't see a sale on the Outstanding Commission Report then make sure you have an invoice.

Verify the Unclaimed Commission Report

If the travel was more than 60 days in the past, you'll want to check the Unclaimed Commission Report prior to reaching out for assistance.

Try to make it a monthly habit to check the Unclaimed Commission Report - Mark it on your calendar or set an alert.

Even if you've already invoiced a particular booking and it is on your 'Outstanding Commission' Report, monies may have been posted as Unclaimed for various reasons (e.g., supplier or client name not matching, commission amount different from invoice total, etc.)

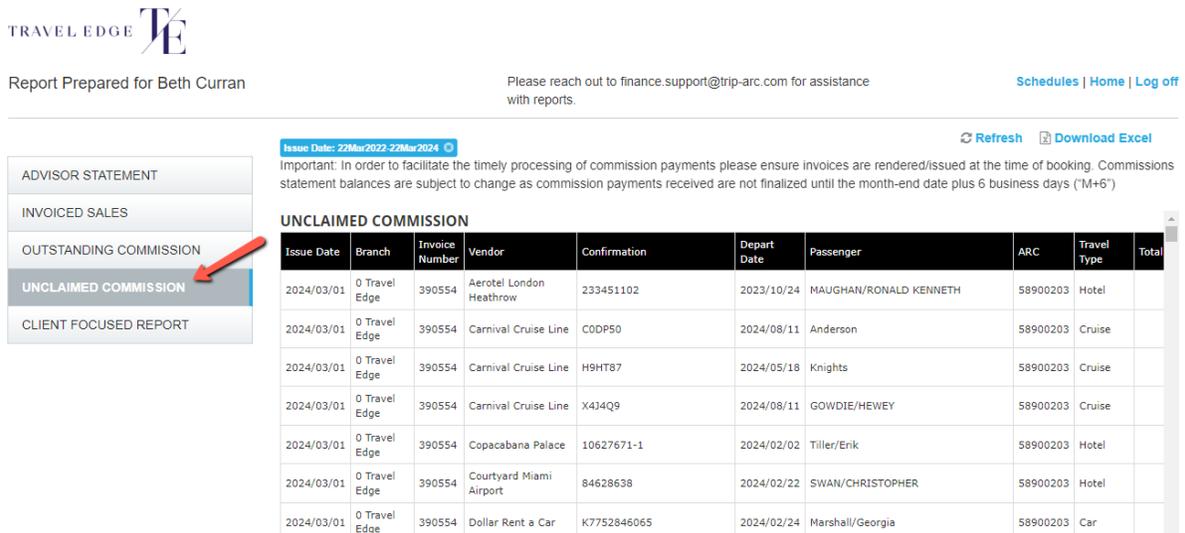
Accessing The Report

- 1) Login to ADX.
- 2) Click on your name in the top right corner, then click on 'Reports'.

The screenshot shows the ADX user interface. At the top, there is a navigation bar with 'Home', 'Partners', 'Clients', and 'Resources'. On the right, there is a search bar and a user profile dropdown menu for 'Beth Curran'. The dropdown menu includes options for 'My Account', 'Reports', 'ADX Support', 'Help', and 'Log out'. Below the navigation bar, there are several service tiles: 'Itinerary Builder', 'Air', 'Hotel', 'Activity', 'Insurance', 'Cruise', and 'Invoice Tool'. At the bottom, there is a section for 'MY QUOTES & BOOKINGS' with a table of quotes. The table has columns for 'ADVISOR', 'CLIENT', 'QUOTE NAME', 'DEPART', 'SERVICES', and 'UPDATE'. A 'View' button is visible next to the first quote.

ADVISOR	CLIENT	QUOTE NAME	DEPART	SERVICES	UPDATE
BC		Grand Canyon West Rim Bus and Helicopter Tour	5/2/24		3/20/24

3) Once your screen refreshes, click on 'Unclaimed Commission.'



TRAVEL EDGE 

Report Prepared for Beth Curran Please reach out to finance.support@trip-arc.com for assistance with reports. [Schedules](#) | [Home](#) | [Log off](#)

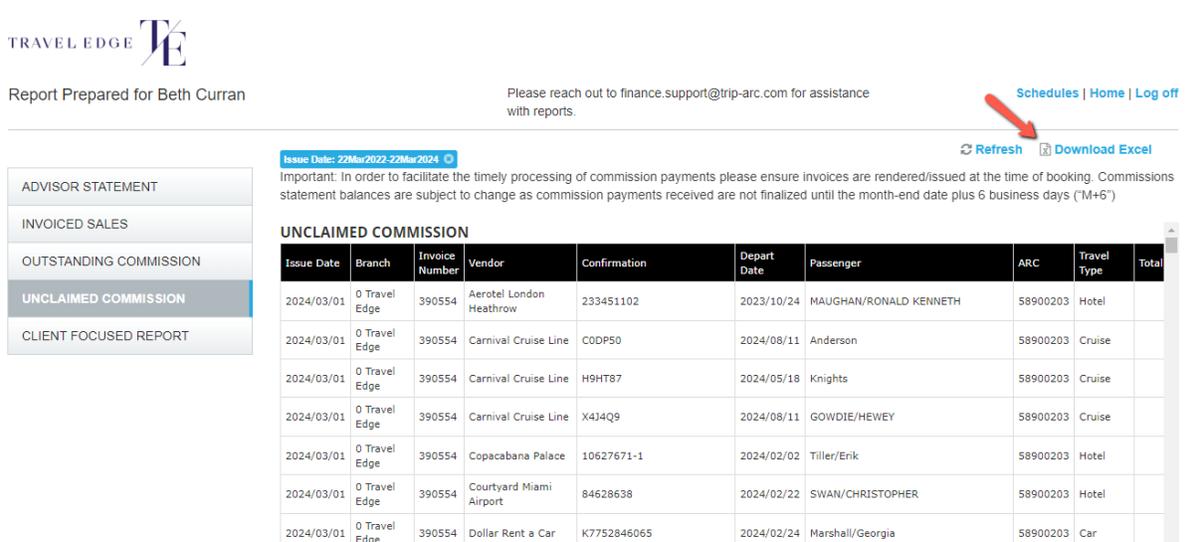
[Issue Date: 22Mar2022-22Mar2024](#) [Refresh](#) [Download Excel](#)

Important: In order to facilitate the timely processing of commission payments please ensure invoices are rendered/issued at the time of booking. Commissions statement balances are subject to change as commission payments received are not finalized until the month-end date plus 6 business days ("M+6")

UNCLAIMED COMMISSION

Issue Date	Branch	Invoice Number	Vendor	Confirmation	Depart Date	Passenger	ARC	Travel Type	Total
2024/03/01	0 Travel Edge	390554	Aerotel London Heathrow	233451102	2023/10/24	MAUGHAN/RONALD KENNETH	58900203	Hotel	
2024/03/01	0 Travel Edge	390554	Carnival Cruise Line	CODP50	2024/08/11	Anderson	58900203	Cruise	
2024/03/01	0 Travel Edge	390554	Carnival Cruise Line	H9HT87	2024/05/18	Knights	58900203	Cruise	
2024/03/01	0 Travel Edge	390554	Carnival Cruise Line	X4J4Q9	2024/08/11	GOWDIE/HEWEY	58900203	Cruise	
2024/03/01	0 Travel Edge	390554	Copacabana Palace	10627671-1	2024/02/02	Tiller/Enik	58900203	Hotel	
2024/03/01	0 Travel Edge	390554	Courtyard Miami Airport	84628638	2024/02/22	SWAN/CHRISTOPHER	58900203	Hotel	
2024/03/01	0 Travel Edge	390554	Dollar Rent a Car	K7752846065	2024/02/24	Marshall/Georgia	58900203	Car	

4) The easiest way to manage the report is to download it to Excel and use Filters.



TRAVEL EDGE 

Report Prepared for Beth Curran Please reach out to finance.support@trip-arc.com for assistance with reports. [Schedules](#) | [Home](#) | [Log off](#)

[Issue Date: 22Mar2022-22Mar2024](#) [Refresh](#) [Download Excel](#)

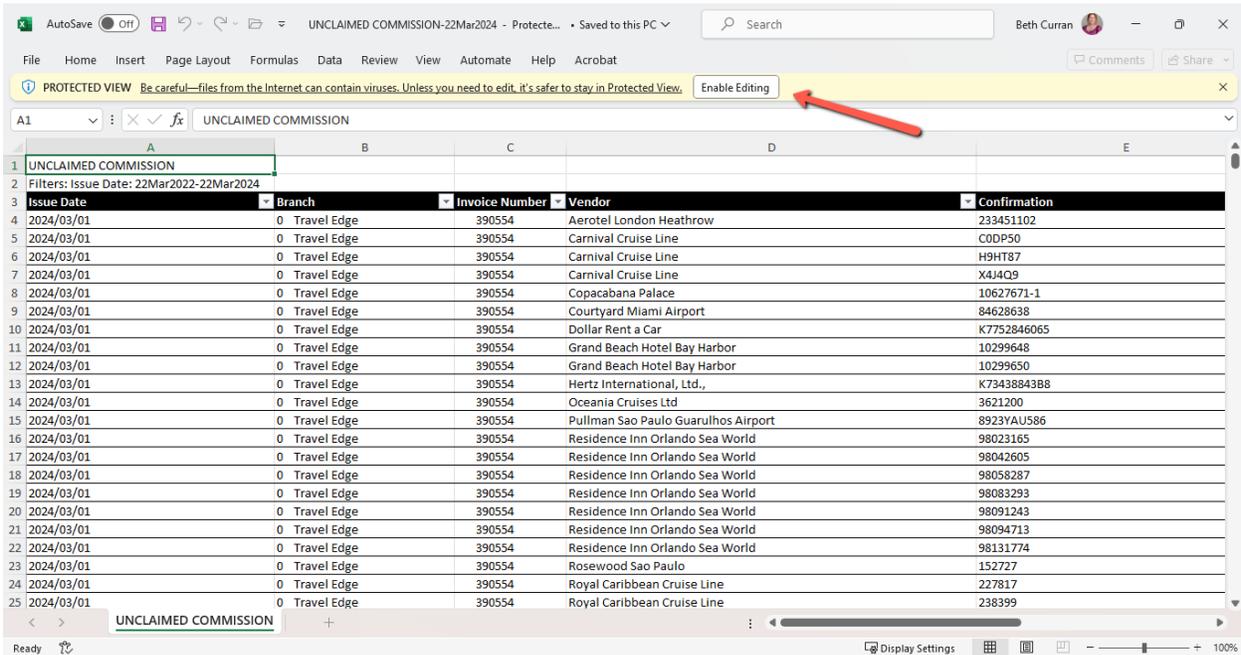
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2024/03/01	0 Travel Edge	390554	Courtyard Miami Airport	84628638	2024/02/22	SWAN/CHRISTOPHER	58900203	Hotel	
2024/03/01	0 Travel Edge	390554	Dollar Rent a Car	K7752846065	2024/02/24	Marshall/Georgia	58900203	Car	



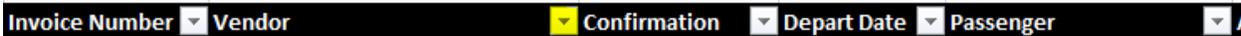
After downloading and opening, if a yellow bar at the top appears in the excel, click in 'Enable Editing'.



You can now use filters to help you search.

Using Filters

- 1) You will notice downward arrows in the black bar for each heading.





2) You can use these to search filter and search.

Ex. Click on the arrow down under 'Vendor'. In the 'Search' box, type your vendor name, then 'OK'. In the example below, I am using Manulife. Everything under Manulife now appears.

Invoice Number	Vendor	Confirmation	Depart Date	Passenger
5647	Manulife Insurance	EDG7141121	2022/07/11	Pachis
5647	Manulife Insurance	EDG7440550	2022/07/20	Green
5647	Manulife Insurance	EDG7449410	2022/07/02	Ironi
5647	Manulife Insurance	EDG7449494	2022/07/02	Berg
5647	Manulife Insurance	EDG7450517	2022/07/03	Jocsak
5647	Manulife Insurance	EDG7451787	2022/07/05	Mercer

You can further filter by clicking on the 'Confirmation' arrow or Passenger name

Invoice Number	Vendor	Confirmation	Depart Date	Passenger
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In the 'Search Box' type your policy #. Now only that policy information appears. If no information shows, it is not on the Unclaimed Commission Report, and you can follow up with the Supplier.

Invoice Number	Vendor	Confirmation	Depart Date	Passenger
5647	Manulife Insurance	EDG7141121	2022/07/11	Pachis



Claiming Commission From the Unclaimed Commission Report

If you have not done an Invoice in ADX (or Client Base, or Sabre if you do not invoice in ADX) yet, you will have to complete one before sending an email to Finance.

If you have found multiple Unclaimed Commissions, you can send them in the same email to Finance. You don't have to send a separate email for each one. I find it helpful to do an excel sheet for multiple entries to send to Finance. Your spreadsheet can look like this:

Unclaimed #	Invoice #	Client Name	Vendor	Advisor	Note
5653	681372	Smith/Robert	Air Canada Web	Kendra Tainsh	
5667	751231	Daniels/Mary	Sheraton Toronto Airport	Kendra Tainsh	Commission for Daniels, 2 Rooms
5662	751221	Montgomery/Ann	Uniworld	Kendra Tainsh	
5603	823592	Woods/Emily	Celebrity Cruises	Kendra Tainsh	

What do you do with that information now? Email it to finance.support@trip-arc.com.

Using the information we found from our search, your email will read:

Dear Finance,

Invoice Number	Vendor	Confirmation	Depart Date	Passenger	ARC	Travel Type	Total Fare	Commission
5647	Manulife Insurance	EDG7141121	2022/07/11	Pachis	67682543	Insurance	10.35	1.55

*Can you please move the Manulife Insurance commission for passenger Pachis located on the Unclaimed Commission Report under Invoice #5647 over to Invoice # **(add your invoice number)**.*

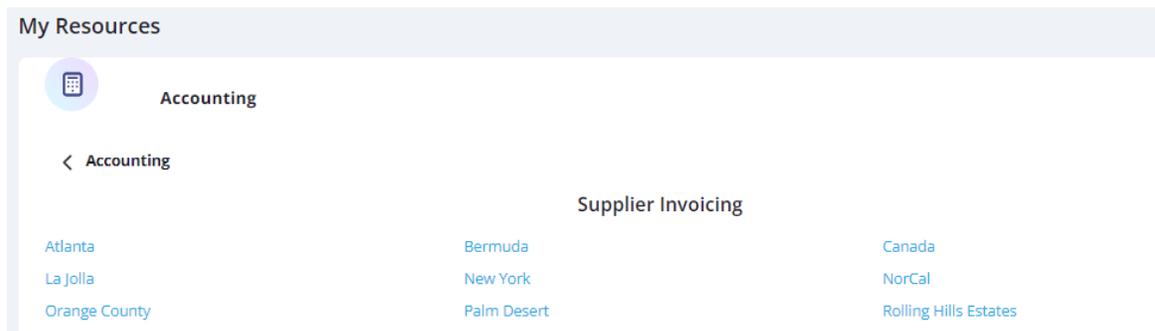
If you invoice in Client Base or Sabre, add your Invoice # from there.



Supplier Commission Invoice

If you did not find your commission on the Unclaimed Report your next step is to reach out to the supplier. Supplier / Vendors will sometimes request a **Supplier Commission Invoice** to pay out your commission owing on a reservation. This is also a good document to give a Supplier a slight 'nudge' or 'reminder' the commission is still outstanding after some time.

The invoice they require is located on the Intranet at: <https://adx.traveledge.com/resources/my-resources/accounting/supplier-invoicing>



Select the office you are attached to, and a fillable PDF form will appear. Fill in your information.



Commission Invoice

Date:

Agent Name:

Billing To:

31 Av George V
75008 Paris
France

Travel Edge - Toronto
2 Queen Street E, 20th Floor
Toronto, ON M5C 3G7, Canada
Phone: (416) 789-3271
Fax: (888) 666-8747
IATA: 67-682543

finance@traveledge.com

Reservation Details:

Type	Invoice #	Confirmation #	Guest Name	Travel Dates	Currency	Total Amount	Commission Amount
I	2950889	123456H	Smith/Jeff	06/11/22 - 06/13/22	EUR	2,000.00	EUR 200.00
				-			
				-			
				-			
				-			
TYPE - I = Invoice C = Credit Note A = Adjustment to Existing Invoice						Amount Due:	EUR 200.00

Please forward any outstanding commissions at your earliest convenience. Should you prefer to pay via bank transfer, please find our banking details below and send the back up information to ar@traveledge.com or finance@traveledge.com.

REMINDER
Enter **VALID** invoice numbers
generated via **ADX**,
Clientbase or **GDS ONLY!**
Need help invoicing?
[CLICK HERE](#)

Please address all wires to:
TD Canada Trust
3140 Dufferin St., Toronto, ON M6A 2T1, Canada
Account Name: Travel Edge (Canada) Inc.
Transit Number: 19932
Swift Code: TDOMCATTOR
CAD Acc. No.: 0909288
USD Acc. No.: 7320102
EUR Acc. No.: 3607802

Please address all physical checks to:
Travel Edge - Toronto
2 Queen Street E, 20th Floor Toronto, ON M5C 3G7, Canada

[PRINT FORM](#)

2 Queen Street E, 20th Floor Toronto, ON M5C 3G7, Canada
www.traveledge.com

[CLEAR FORM](#)

Date: Date you are doing the commission invoice

Agent Name: Your name

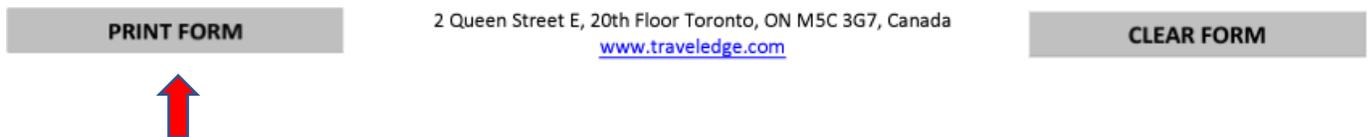
Billing To: Supplier's Full Address

Reservation Details:

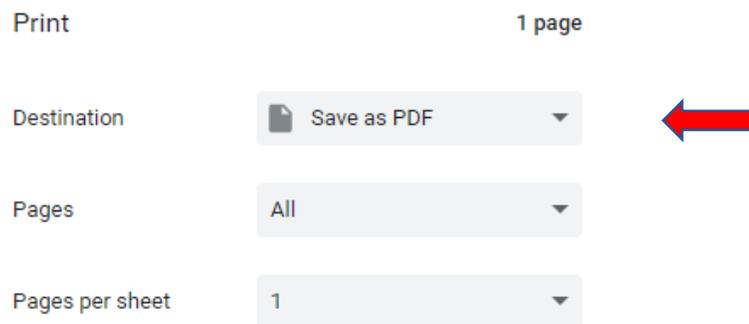
- Type:** 'I' for Invoice
- Invoice #:** The invoice # you created in ADX, Client Base or Sabre. This is so Finance knows where to put the funds when it arrives.
- Confirmation #:** Booking number with the Supplier.
- Guest Name:** Your client's name.



- e. *Travel Dates*: Dates your client travelled.
 - f. *Currency*: Currency the reservation was made in.
 - g. *Total Amount*: Total cost of the reservation.
 - h. *Commission Amount*: Amount you are expecting in commission.
 - i. *Amount Due*: Total amount of commission for this invoice. (If you have multiple reservations with the same supplier, you can add more than one booking in the 'Reservation Details' section. Put the total of all the commission you are expecting in 'Amount Due'.
- 1) Now that you have your Commission Invoice all filled in you will have to save so you can email to the Supplier. The easiest way of doing this is to click on 'PRINT FORM' at the bottom of the page.



- 2) Depending on the computer you have this part may look a little different. Change your printer to 'Save as PDF'.



- 3) Save the Invoice you created to your Documents or to your Desktop.
- 4) Open your email, attach your invoice for forward on to the Supplier.

***Note:**

- The Commission Invoice has all Travel Edge's banking information the supplier needs located at the bottom.
- We recommend you keep a folder on my Desktop with the Commission Invoices I completed until they are paid.